

INTERNAL RULES AND REGULATIONS
SENATOR BARAJAS HOTEL
TOURIST REGISTRATION NUMBER H/M/3859
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GENERAL PROVISIONS

All persons entering the SENATOR BARAJAS HOTEL are obliged to comply with the provisions of these regulations, as well as those contained in Law 1/1999, of March 12, 1999, on Tourism Management of the Community of Madrid.

RECEPTION

CHECK IN.

- All persons over 14 years of age who stay in the lodging must sign an entry form, showing a national identity card or passport as established by Real Decree 933/2021. As well as to sign the corresponding part of entrance of travelers according to Order Int./1922/2003, of July 3, on books of registry and parts of entrance of travelers in hotel establishments and other analogous ones. The collection and processing will be done in accordance with the Organic Law 3/2018, of December 5, on the protection of personal data and under Article 12.1 of the Organic Law 1/1992, of December 21, on the protection of Public Safety.
 - The time of entry to the rooms is from 12:00 noon, with the possibility of an early check-in, according to the supplement settle up.
 - Although the access to the tourist establishments is free, the holder of the company will be able to invite to leave the facilities (previous payment of the consumed thing) to the people who do not fulfill the arranged thing in the article 9 of the Law of Arrangement of the Tourism of the Community of Madrid or the expressed thing in this these Internal Regulations or those who intend to stay in the establishment for a purpose other than the normal use of these services.
 - The condition of tourist user is acquired when signing the mandatory admission document immediately after entering the hotel.
 - To access the hotel's interior facilities it is essential to be registered as a client of the hotel.
 - In order to CHANGE CURRENCY, the identification of the person performing the service is mandatory. This service will be provided only and exclusively to Guests staying at the establishment.
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- In our Loyalty Program Club Vip, which you can join for free, there are some advantages to which you can apply. The conditions of the Loyalty Program can be found in the Loyalty Program section of our website: www.clubplayavip.com. The Company/Hotel reserves the right to cancel and modify the Club Vip Loyalty Program.

- Protection of Personal Data. The collection and processing will be done in accordance with the Organic Law 3/2018, of December 5, on the protection of personal data and under the protection of the provisions of Article 12.1 of the Organic Law 1/1992, of February, on the Protection of Citizen Security.
The data you provide will be treated confidentially in accordance with the Organic Law 3/2018 of 5 December, on the protection of personal data, and you reserve the right of access, rectification, deletion and opposition by writing to: Grupo Hoteles Playa, Dpto. de Att. al Cliente - Edificio Playa Hoteles - 04740 Roquetas de Mar - Almería, in accordance with articles 12 to 18 of the aforementioned Organic Law.

INVOICING, RATES, OFFERS AND STAY,

- The hotel may require guarantees of payment of contracted services by credit card number. The price lists are available at the reception of the Hotel.
- You will have to pay the amount of the contracted services at the moment of the presentation of the invoice or in the agreed conditions.
- If you have contracted your stay and services in our hotel with an agency with which we have no credit, and your reservation has not been paid prior to your arrival we reserve the right of admission, unless you guarantee the payment of the same by credit card or cash.
- Regardless of whether the company and the Guest may agree or not the payment in advance of the stay, this establishment may require, at any time, to its guests and upon presentation of the corresponding invoice, the payment of the services provided.
- This establishment admits pets upon payment, with the exception of guide dogs, which are free of charge. We detail safety and hygiene rules for stays with pets.
 - For cleaning reasons, do not let your pet climb on the beds or sofas.
 - Make sure your dog does not bark, especially inside the room, to avoid disturbing other guests.
 - For safety and hygiene reasons, access to bars / restaurant / swimming pool is not allowed, except for guide dogs.
 - Do not let your dog loose in the common areas of the establishment.
- The hotel may claim, independently of the above, the payment of bills for amounts exceeding 300 € during your stay.
- We do not accept checks or personal checks.
- This establishment has Complaint forms available to customers upon request.
- For your safety, please do not allow your children to use the elevators unless accompanied by an adult.
- If you wish to use the wake-up service, you can program it from your room by dialing 4444 for Spanish and 5555 for English.
- The hotel management reserves the right to call a tow truck to remove vehicles that are parked at the access to the hotel and bus stop area, as this is an area of passage of loading and unloading. As well as one of the evacuation exits of the establishment.
- The hotel has its own garage with limited spaces, subject to availability upon arrival.

Rates are available to guests at the establishment. The hotel shall not be held responsible for damages caused to the vehicle by other vehicles, nor for any objects, belongings, or personal effects found within them.

- Schedules or services may vary based on the internal needs of the hotel and following appropriate public notifications.
- Children discounts are subject to age verification upon arrival at the hotel (ID, Family Record Book or Passport).
- Children are considered from 3 to 11.99 years old
- Babies are considered from 0 to 2.99 years old
- If any non-compliance regarding ages is detected, the hotel is obliged to charge the difference based on the rates currently in effect. In the case of bookings made through third parties, since their retail prices are unknown to us, the hotel's own rates will be applied.
- If you have booked a reservation under an "early booking" offer or similar, any changes made to your stay at the hotel will be considered a breach of its conditions, resulting in the loss of all benefits.

ROOMS

- The maximum check-out time of the room is 12:00 noon, in case of non-compliance with this rule, an extra day of stay will be charged. If you wish to check out late, you must inform reception in advance.
- This establishment has room service, room service. Extra service -NOT INCLUDED- in any modality/regime contracted for more information consult with reception.
- The hotel is not responsible for valuables in the room or deposited in the safe, as this is a free service.
- The establishment is not responsible for valuables / personal items that are not controlled by you in public areas, restaurants, swimming pools, parking, etc..
- The towels in the rooms are for exclusive use in the rooms.
- Using the towel change system indicated in your room will help us to protect the environment by saving water, energy and detergents.
- Mini bar: at your arrival you will find water in the minibar, courtesy of the house. If you would like to refill it to your liking, do not hesitate to inform the reception desk where you will be informed of the additional price of each product you choose.
- Out of respect for other guests, please control the volume of the television in your room and keep quiet in the corridors after 10 pm.
- The hotel reserves the right to take appropriate action for any damage or breakage that occurs in the content or container of the rooms or hotel facilities produced by the guest.
- If you wish to use the laundry service, please contact the reception, the service takes 24 hours. The responsibility of the Hotel, in case of loss or damage, can never exceed five times the price marked for the service.
- The cleaning of the room is daily and is done from 9.00 a.m. to 6.00 p.m., and the change of sheets will be done every 4 days, if there is no express request from the client who will have to ask for it at the reception.
- All the forgotten objects of the Guests will be kept in the area provided for this purpose. The hotel will keep as maximum time the items and garments forgotten by the Guests for a period

of one year, after which the hotel management will determine what will be their destination and the Guest will not be entitled to any claim.

- Smoking is prohibited inside the entire establishment.
- Pursuant to Law 28/2005 of December 26, 2005, on health measures against smoking, smoking is prohibited throughout the establishment.
- The use of cigars, electronic cigarettes and any other smoking devices is not permitted indoors. Smoking in your room will cost you a cleaning fee of 150€.

MEALS, RESTAURANTS AND BARS

- The hotel can offer different diets such as: accommodation only, bed and breakfast, half board and full board.
- The card given upon arrival is personal and non-transferable. Half board (breakfast and dinner) DOES NOT INCLUDE BEVERAGES and must be paid for or debited from your account.
- Children must be accompanied by adults to pick up food at any point of the restaurant-buffet, for their own safety and to ensure perfect hygiene in the handling of utensils and food displayed therein.
- If you wish to order a picnic or cold breakfast, you must request it at reception and pick it up in the cafeteria before 11:00 pm.
- If for health reasons you need to follow a special diet, do not hesitate to talk to our reception so that they can coordinate it with the kitchen as far in advance as possible.
- We remind you that it is not allowed to bring food or drinks in or out of the restaurant. In the case of taking them out, we will be obliged to charge them as extras.

VARIOUS

- For your safety do not walk barefoot or with wet feet inside the hotel.
- According to regulations, the hotel has a paid medical service, so please, in case of need, contact Reception to request it. The hotel is not responsible for the rates that may apply in this case, as it depends on the treatments received.
- The hotel only has a first aid kit, and will not dispense under any circumstances any type of medication, such as aspirin etc.. Our staff is not empowered to do so, so please go to the nearest pharmacy or doctor, at the reception of the hotel can inform you of the pharmacies on duty or the nearest medical centers.
- The establishment is not responsible for any accident / incident that may occur in its facilities due to improper use of the same.
- Both the Medical and ATS services are not present in the establishment, being necessary to request them at the reception desk to come to the establishment.

POOL

- As a user of the swimming pools you must follow the instructions of the lifeguards and/or in any case respect the rules that we detail:
- We put at your disposal towels for use in the pool, a cash deposit is required which you can consult at reception, as well as the change schedule. IT IS NOT ALLOWED TO USE TOWELS FROM THE ROOM IN THE POOL AREA.
- Avoid entering the swimming area with shoes or street clothes.
- Use the shower before diving.
- It is forbidden to use the swimming pools while suffering from a communicable disease.
- Please use the existing litter garbage cans.
- Smoking is prohibited in the pool area.
- Do not throw or leave waste or garbage in the pool area. For this purpose, please use the garbage cans or other receptacles provided for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool area.
- The hotel has a lifeguard service during the specially indicated hours.
- It is forbidden to use mats, balls or other objects that may cause discomfort to other guests inside the pool.
- Express prohibition of access to the pool area with animals, without prejudice to the provisions of Law 2/2015, of March 10 access to the environment of people with disabilities with assistance dogs in Madrid.
- Do not throw or abandon waste or garbage in the pool area. For this purpose use the garbage cans or other containers intended for this purpose.
- Do not use glass containers or utensils susceptible to breakage in the pool area.
- The hotel has a lifeguard service during the specially indicated hours.
- It is forbidden to use mats, balls or other objects that may cause discomfort to other guests inside the pool.
- Express prohibition of access to the pool area with animals, without prejudice to the provisions of Law 2/2015, of March 10 access to the environment of people with disabilities with assistance dogs in Madrid.
- It is strictly forbidden to dive headfirst into any pool of the establishment.
- The establishment declines on the user all responsibility for non-compliance with this rule.
- Children must be supervised at all times by adult/s, responsible person/s, parents or relatives.
- Out of respect and as a rule of coexistence is not allowed the use of music or any electronic device that may interfere with the rest of the other guests.
- Our staff is instructed to remove objects, towels, found in the pool area outside the opening hours of the pool.
- It is not allowed to book sunbeds in the pool. Any personal item including towel, which is unattended for one hour, will be removed by our staff and will be kept in the pool or reception.
- Please respect the pool opening hours. The establishment is not responsible for possible eye/nasal/respiratory problems, etc., due to the use of the swimming pools outside their opening hours, due to the cleaning, purification and disinfection systems that are carried out during the closing period.
- The swimming pool facilities are for the exclusive use of guests staying at the establishment.

FIRE PREVENTION RULES

- The use of unauthorized heating devices in the rooms is not permitted.
- It is expressly forbidden to transport or use flammable objects or liquids.
- Do not tamper with the electrical installation.

Obligations of the user of tourist services. Article 9 Law 1/1999, of March 12, of Arrangement of the Tourism of the Community of Madrid.

To the effects of this Law, and without damage of the established thing in other dispositions that are applicable, the user of tourist services has obligation of:

- a) To observe the usual rules of coexistence in the tourist establishments.
- b) To submit to the particular prescriptions of the establishments and companies whose services they enjoy or contract and very particularly to the regulations of use or of internal regime, whenever they do not contravene the foreseen thing in the laws and in the regulations of development of the same ones.
- c) To pay the price of the services used, at the moment of the presentation of the invoice or in the agreed term.

Rights of the user of tourist services. Article 9 Law 1/1999, of 12 of March, of Arrangement of the Tourism of the Community of Madrid

- a) To receive useful, precise and truthful information, with previous character, on each and every one of the conditions of benefit of the services.
- b) To be provided with the tourist goods and services under the contracted conditions.
- c) To obtain all documents accrediting the terms of the contract and, in any case, the corresponding legally issued invoices.
- d) To receive from the tourist company goods and services of quality in accordance in nature and quantity with the category of the chosen establishment.
- e) To be treated with due respect. OFFICIAL STATE BULLETIN CONSOLIDATED LEGISLATION
- f) To make complaints.
- g) To have guaranteed in the tourist facilities and services the health and safety of their person and the safety of their property under the terms established in current legislation.
- h) To participate in the adoption of decisions of the public authorities in the terms established in the legislation in force, through their associations or representative bodies.

The manager of the establishment and our customer service department are at your disposal to deal with your complaints or suggestions during your stay. Complaints made after your departure will not be accepted.